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PTO/SB/21 (08-00)
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| TRANSMITTAL FORM (to be used for all correspondence after initial filing) | Application Number | 10/826,160 | |
| | Filing Date | April 15, 2004 | |
| | First Named Inventor | Zeng | |
| | Group Art Unit | | |
| | Examiner Name | | |
| Total Number of Pages in This Submission | 7 | Attorney Docket Number | MS1-1892US |

ENCLOSURES (check all that apply)

| | | |
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| <input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input checked="" type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53 | <input type="checkbox"/> Assignment Papers (for an Application) <input type="checkbox"/> Drawing(s) Sheets <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ | <input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Copy of Cited Reference; Return Receipt Postcard |
| Remarks Customer Number 22801 | | |

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

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|--------------------------------|-----------------------|
| Firm or Individual name | Brian G. Hart; 44,421 |
| Signature | <i>Brian Hart</i> |
| Date | 9/07/04 |

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this date: September 7, 2004

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| Typed or printed name | Hope A. Charles |
| Signature | <i>Hope A. Charles</i> |
| Date | 9/7/2004 |

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No.10/826,160
Filing Date April 15, 2004
Confirmation No.....8619
Inventorship.....Zeng et al.
Applicant Microsoft Corporation
Group Art Unit
Examiner
Attorney's Docket No. MS1-1892US
Title: Mining Service Requests for Product Support

INFORMATION DISCLOSURE STATEMENT

References -- See Attached Form PTO-1449

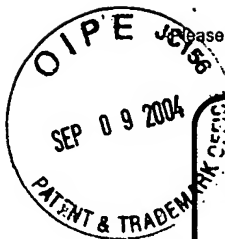
REMARKS

The citations listed, copies attached, are submitted in compliance with the duty of disclosure defined in 37 CFR §1.56. The Examiner is requested to make these citations of official record in this application.

Respectfully Submitted,

Date: 9/07/04

By: Brian G. Hart
Brian G. Hart
Reg. No. 44,421



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| Substitute for form 1449B/PTO | | | | Complete if Known | |
| | | | | Application Number | 10/826,160 |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary) | | | | Filing Date | April 15, 2004 |
| | | | | First Named Inventor | Zeng |
| | | | | Group Art Unit | |
| | | | | Examiner Name | |
| Sheet | 1 | of | 1 | Attorney Docket Number | MS1-1892US |

| NON PATENT LITERATURE DOCUMENTS | | | |
|---------------------------------|--------------------------|---|----------------|
| Examiner Initials* | Cite No. ¹ | Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published. | T ² |
| | | SLATTERY S. et al.; "Combining Statistical and Relational Methods for Learning in Hypertext Domains" Lecture Notes in Computer Science, 1998, pgs 38-52 | |
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